

Dear UCSF Benioff Children's Hospital Patients and Families,

**Your safety is our highest priority.** UCSF Benioff Children's Hospital San Francisco is making every effort to contain the spread of COVID-19 and to ensure excellent patient care as well as family and visitor safety.

**Visitor policy:** Our visitor policies are guided by the California Department of Public Health, the San Francisco Department of Public Health as well as how common COVID-19 is in the UCSF Health system and in the Bay Area. We use four different levels of visitation for the Children's Hospital. Please see the table below for details of the different levels. Pay close attention to signage posted in the lobbies and ask your nurse about the current level.

| UCSF Level | BCH INPATIENT   | Pediatric PERI-OPERATIVE  |
|------------|---|---|
| 1          | Two healthy caregivers or visitors at bedside at a time with quiet hours after 8 pm.  | Two healthy caregivers  |
| 2          | Two healthy primary caregivers on visitor list, two caregivers at bedside allowed 24 hours per day, although only one caregiver may be able to sleep, space permitting. Siblings and/or an extra visitor are allowed twice per week during visiting hours.  | Two healthy caregivers  |
| 3          | Two healthy primary caregivers on visitor list, two caregivers at bedside allowed 10 am-8 pm. Only one caregiver at bedside outside of visiting hours. Siblings and/or an extra visitor are allowed once per week for up to four hours for any patient who has been in the hospital for greater than 14 days. | Adult caregivers can wait in Surgical Waiting Area during procedure. Second caregiver may be asked to wait off site due to space constraints. |
| 4          | Two healthy primary caregivers on visitor list, but only one caregiver at the bedside at any time. Caregivers must switch in the lobby or outside the hospital. Siblings and extra visitors are suspended.  | Only one healthy caregiver on site during surgical procedures.  |

During flu season (from November 1 to May 1), we do not allow visitors under the age of 5 years old. Children under 5 years of age are not allowed to visit during flu season because younger children can carry viruses even when they have no symptoms.

There is a requirement from the California Department of Public Health that requires proof of full vaccination OR a negative COVID test **within 72 hours prior to visiting an acute care hospital for a planned admission.** At the Welcome Desk, our Guest Services staff will be asking all parents/legal guardians, essential caregivers, and visitors will be asked to provide one of the following:

- Proof of full vaccination (considered fully vaccinated if it has been  $\geq 2$  weeks after the second vaccine in a 2-dose series, such as the Pfizer or Moderna vaccines, OR after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine)
- A negative COVID test within the past 72 hours, with a new test with negative result shown every 72 hours during the course of your child's admission. **If your child is admitted urgently, you will still be able to accompany your child and we will help facilitate your access to testing as soon as possible after admission if you are not fully vaccinated. Please note, that failure to comply with this testing requirement during the rest of the admission will result in your being unable to visit your child in person until a negative test result is obtained.**
- Proof of diagnosis of COVID-19 within the last 90 days, but no longer in your quarantine period.
- Any visitors who are not essential caregivers or parents/legal guardians will need to have testing or vaccination requirements met prior to coming to the hospital for a visit.

We strongly encourage all essential caregivers of pediatric patients to get vaccinated against COVID-19. The COVID vaccine is safe and effective in preventing severe disease and hospitalization, even with the delta variant. Vaccination is one of the best steps you can take to protect your family, especially if your child is under the age of 12 and not eligible for vaccine. Please ask a member of your child's care team if you have questions about the vaccine. Vaccination is free. We encourage you to visit the Mission Bay Vaccination Clinic weekdays from 7 am- 3 pm.

If you are not fully vaccinated, your nurse or social worker will add you to a list that will help you get scheduled for twice weekly testing on site here at Mission Bay. Once you have been placed on the list, our registration team will call you to enroll you as a UCSF patient. Please answer the call from a UCSF phone number and have your insurance information ready. You will need to go to the Mission Bay Testing Site outside near the parking garage for the test appointments. You will be given a Point of Care (POC) COVID test and receive your results within 15-20 mins. Please call the COVID Scheduling Team at 415-476-6407 to be scheduled for additional tests or if you need to change your scheduled appointment.

Please note: if you test positive on the POC test, there will be a second test performed to confirm the test result. This PCR test takes approximately 2-4 hours to return results. During this time, for the safety of your child and the hospital staff, we will ask that you leave campus and isolate. If your PCR is positive, you will be confirmed to have COVID-19 and will be asked not to visit until your isolation period is over. If your PCR is negative, there will be additional testing required before a false positive POCT is confirmed. We will ask that you not visit your child during this testing work-up, which can take about 24 hours. Social Work will be engaged to assist as needed with transportation or lodging concerns.

We recognize that restricting visitors is challenging. We strongly encourage your family to use digital platforms to stay connected, like Zoom or FaceTime. Please ask a member of our staff for help if you don't have a device that allows video chatting.

**UCSF conducts screening tests on all patients in the hospital for COVID-19, regardless of symptoms.** We believe this approach adds an additional layer of safety to identify unknown infections early and prevent the spread of the disease. Your child needs to have a COVID-19 test within 4 days prior to their admission or at admission and will be tested again on the 4th day of their hospital stay. It is possible your child may need additional COVID testing during their stay. Please let your primary medical team know if you have questions.

**Wearing a mask and physical distancing are the best ways to protect yourself and your child from the spread of COVID-19. It is necessary that you put a mask on whenever a member of the staff enters your room.** Your child should also wear a mask if they are age 2 or older, can be watched, and there is no other reason not to wear a mask. Caregivers should sleep with a mask on if they are close to the patient or health care workers.

**Meal options:** Free "to go" lunches and dinners are available for family members at the Center for Families (C6421) on the 6<sup>th</sup> floor Monday through Friday from 12 noon to 2 p.m. and 5:30-6:30 p.m. You can also continue to order guest meals by phone or on Oneview in your child's room with a credit card for \$9 per tray between 7 a.m. and 8 p.m. For the Intensive Care Nursery, breastfeeding mothers should request a breastfeeding mother's meal card from their social worker. Breastfeeding mother trays can be ordered on all other units. **We encourage you to use the Grubhub app to pick up meals from the café.** See <https://nutrition.ucsf.edu/grubhub> for more information. The café is open during normal business hours for walk-up customers as well.

**Parking:** The parking rate for patients and visitors is \$5 per hour with a maximum charge of \$35 per day. Discounted parking is available for purchase from the gift shop on the first floor. We may also be able to provide discount parking vouchers for primary caregivers of patients with financial hardships. Please speak to your child's social worker or visit the Center for Families for more information.

**General principles and guidelines for hospital and inpatient pediatric units:**

- ❖ Daily screening of all patients, guests and employees will be conducted at the point of entry.



## UCSF Benioff Children's Hospital

San Francisco

- ❖ Primary caregivers will not be allowed to visit if they have any symptoms that could indicate COVID-19, including fever, chills, cough, sore throat, shortness of breath or trouble breathing, unexplained muscle aches, loss of sense of taste or smell, nasal congestion, runny nose, nausea, vomiting or diarrhea, or eye redness.
- ❖ Cloth masks and face coverings are not allowed since surgical masks are provided. Use of personal surgical or N-95 masks is allowed *except* for face masks with an exhalation valve. Such masks do not protect others from you, putting others at risk.
- ❖ Family lounges are open for food storage and meal preparation only. The number of people in each lounge space will be limited based on the size of the lounge. Please follow all safety guidelines posted in these rooms. Eat meals in your room with the patient, except in the Intensive Care Nursery, where no eating is allowed in patient rooms. All food should be labeled with your name and dated before storing.
- ❖ Laundry rooms: Only one family should be in the laundry area at any time for social distancing. Laundry may only be done once per week per family. Any items that require daily washing should not be used. Parent/caregiver toiletry items, laundry detergent pods and snack bags are available at the unit welcome desks and in the Center for Families, room C6421.

### Family and Child Life Services Support

- ❖ The Center for Families, a resource and support place for parents and essential caregivers, is located on the sixth floor, room C6421, and is open Monday through Friday from 10 a.m. to 7 p.m.
- ❖ Our child life specialists, teachers and creative arts therapists will continue to offer care and support within social distancing guidelines. Support for you and your child can be provided by phone and videoconferencing.
- ❖ Basic activity and toy kits for your child can be delivered to the room. These items are for your child to keep and do not need to be returned.
- ❖ The Child Life Channel will offer special broadcasting from Kaleidoscope Studios daily, including wellness support for families at 8 a.m. and 6 p.m. Please tune in to the Child Life channel at 11 a.m. and 2 p.m. to see some new and exciting live shows. To access this channel on Oneview TV, go to 6-Entertainment, 2-UCSF TV, then 1-Child Life channel.
- ❖ There are many resources to help support parents with, for example, coping during stressful times, explaining coronavirus to your child and helping your child cope during procedures and other stressful events. Please ask your child's nurse to contact Child Life Services or Social Work for resource needs and/or support.

You can find more information about the actions that UCSF is taking by going to the patient section of our coronavirus resources website at <https://coronavirus.ucsf.edu/patients>. Thank you for trusting your child's care to UCSF Benioff Children's Hospital San Francisco.

Sincerely,

Stephen D. Wilson, MD, PhD  
Chief Medical Officer

Judie Boehmer, MN, RN, NEA-BC, FABC  
Chief Nursing Officer